This policy supports the ABP’s commitment to customer service by listing the expected service standards when responding to individuals in person or via telephone, email, or other electronic media.

CUSTOMER SERVICE COMMITMENT
During interactions with the ABP staff, individuals can expect to:

- Be acknowledged appropriately;
- Be treated courteously and respectfully;
- Receive the same high standard of service regardless of national origin, language, race, color, disability, ethnicity, gender, age, religion, sexual orientation, gender identity, socioeconomic status, veteran status, or family structures;
- Receive a response to support emails and calls within two (2) business days. Some inquires may take longer to resolve depending upon the complexity of the request;
- Receive knowledgeable service;
- Have their privacy and confidentiality respected; and
- Have their perspective considered.

Policy Adopted Date: 01/21
Last Non-Contextual Revision:
Last Revision Approved by the Board of Directors/Executive Committee: